
Request for Proposals

0634-222

Project Title: CAMIS Replacement Project, Quality Assurance

Estimated Contract Period: September 2006 through August 2009.
Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

Proposal Due Date: All Proposals whether mailed or hand delivered must arrive by 3:00 p.m. Pacific Standard time on September 15, 2006.
Faxed bids WILL NOT be accepted.
E-mailed bids WILL NOT be accepted.

Submit Proposal To: **Proposal Delivered by Mail:**

Andrew Kramer, RFP Coordinator
Department of Social and Health Services
Administrative Services Division
Central Contract Services
PO BOX 45811
Olympia, WA 98504-5811

Proposal delivered by Express / Hand Delivery, Or Courier:

Andrew Kramer, RFP Coordinator
Department of Social and Health Services
Administrative Services Division
Central Contract Services
4500 10th Avenue SE
Lacey, WA 98503

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I. INTRODUCTION

A. PURPOSE OF REQUEST FOR PROPOSAL

The Washington State Department of Social and Health Services (DSHS), Children's Administration is requesting services to provide comprehensive and independent project quality assurance (QA) for the **CAMIS Replacement Project**.

B. BACKGROUND

CAMIS (Case And Management Information System), the current Statewide Automated Child Welfare Information System (SACWIS), is the primary information system used by Department of Social and Health Services (DSHS) Children's Administration to manage services delivered to children and families. The SACWIS is a service delivery and support system which DSHS social workers use to track clients statewide, and management use through selected reports to track service performance and outcomes.

Approximately 2,700 social workers, clerical staff, and managers within DSHS throughout the state use the SACWIS. It is also used by organizations external to the DSHS such as the Office of the Attorney General, public health nurses, the Washington Association for Prevention of Child Abuse and Neglect, and Native American Tribes.

The original CAMIS application was developed prior to the definition of federal requirements. With the availability of ACF funding for SACWIS systems that met their specifications, the DSHS applied for and received federal monies for a Graphical User Interface (GUI) to upgrade the system to meet SACWIS requirements and improve user navigability and interaction with the application. GUI has been constructed by incrementally developing and replacing the original green screen system modules utilizing the same data structures implemented in ADABAS. To date 10 of 36 modules have been deployed.

Based on a comprehensive technical analysis of alternatives, it was determined that the most cost effective solution was to transfer an existing web-based SACWIS system. This project has received state and federal approval to proceed. The current schedule forecasts a project start date in the first calendar quarter of 2007 and project completion in the third calendar quarter of 2009.

C. PROJECT SCOPE

Background

State policy requires medium risk and high risk information technology projects to obtain independent quality assurance services throughout the life of the project. Project risk is determined by an assessment based on criteria outlined in Information Services Board (ISB) [Information Technology Investment Standards](http://isb.wa.gov/policies/portfolio/201S.doc) (<http://isb.wa.gov/policies/portfolio/201S.doc>).

The DSHS of Washington State has adopted a Quality Management Framework for IT projects assessed as medium and high risk. Contained in this framework is a standardized definition of quality assurance and independent verification and validation (IV&V) services reflected in the statement of work below.

The Department of Social and Health Services (DSHS) of Washington State seeks proposals to this Request for Proposals (RFP) from persons and organizations qualified to provide project Quality Assurance services for the CAMIS Replacement Project.

This support is required for approximately a 36 month period from the start date of the contract. The project cost shall be based upon a fixed price.

Scope of Services

The scope of services below reflects four major groups of activities:

1. Assistance in the SACWIS implementation vendor selection process;
2. Assistance in development of the cost/benefit and break-even analysis for the new system and construction/submission of the Implementation Advance Planning Document (IAPD);
3. Assistance in preparing for the Federal SACWIS Assessment Review (SAR) process that follows a SACWIS implementation; and,
4. Assessment and monitoring services traditionally performed in a QA or IV&V role (throughout this document, references to QA include the IV&V role).

With respect to number four above, we have outlined a set of activities for each of these tasks that we feel represents the State's interests. These are guidelines for formulating your approach to the effort and **we do not expect a deliverable for each bulleted item**. However, we do feel it is important that these items be "monitored" and reported against if corrective action is required or risks arise in one of these areas. We invite

you to add to or modify these activities based on your experience and expert judgment.

We have used qualitative words such as “evaluate” and “assess” in the list of activities. This forces the question “assess or evaluate against what standard?” A key component of your methodology should be a recommended standard or set of best practices against which these items will be evaluated. The State, QA Vendor and Implementation Vendor will mutually agree on this standard and validate that it remains relevant at points along the project timeline. The methodology articulated in your proposed approach must incorporate the following two tenets:

- Foster a win/win for all parties involved – QA Vendor, State Execs, State project team and Implementation vendor; and
- Active participation in the project – the contribution of QA must be continuous throughout the project and not exist solely through submission of QA reports.

Given the breadth of services requested, the State would like to offer some guidance on how to approach responding to the Statement of Work. For instance, we would anticipate one QA resource to participate in the vendor selection process, cost-benefit analysis and project initiation activities; one to two QA resources to participate in the project monitoring activities; one to two IV&V resources to periodically perform the IV&V activities; and one QA resource to work with the State on preparation for the SACWIS Assessment Review.

The activities to be performed are as follows:

1. SACWIS IMPLEMENTATION VENDOR SELECTION:

We are asking for support and guidance from the QA vendor to promote a high-quality procurement process and ensure that the State applies appropriate rigor in selecting a SACWIS vendor. The activities to accomplish this objective include the following:

- Review and make recommendations on procurement solicitation documents.
- Verify the obligations of the vendor/contractor/external staff (terms, conditions, statement of work, requirements technical standards, performance standards, development milestones, acceptance criteria, deliver dates, etc.) are clearly defined.
- Prepare the evaluation plan for conducting the SACWIS proposal evaluation and vendor selection process and make recommendations for improvement.

- Assist in managing the vendor evaluation and selection process.
- Support the State through the contract negotiation process with the apparently successful bidder.
- Support the State through federal review of the contract with the apparently successful bidder.

2. COST/BENEFIT AND BREAK-EVEN ANALYSIS:

The State is seeking to leverage the lessons learned and experience of the QA vendor in assembling cost benefit analyses in similar application and organizational environments. These activities include:

- Utilize the State's workload study results to prepare a cost/benefit analysis. The cost/benefit analysis will be incorporated into the State's IAPD for the SACWIS project.
- Ensure that the cost/benefit analysis adheres to federal requirements.
- Prepare a breakeven analysis to accompany the cost/benefit analysis in the IAPD. Ensure that the breakeven analysis adheres to federal requirements.
- Support the State through federal review of the IAPD.

3. FEDERAL SACWIS ASSESSMENT REVIEW ASSISTANCE

The State is seeking assistance in preparing for the Federal SACWIS Assessment Review (SAR) that follows a SACWIS implementation. The QA vendor will have intimate knowledge of project processes and documentation by the end of the project. This positions the QA vendor to make recommendations as to the most effective approach to conducting the SAR. Activities include the following:

- Using the SACWIS Assessment Review Guide, the QA vendor will assist the State in preparing for the Federal SACWIS Assessment Review.
- Prepare a readiness checklist to be used in monitoring readiness for the SAR.

4. ASSESSMENT AND MONITORING OF PROJECT ACTIVITIES AND PRODUCTS

The assessment and monitoring activities are separated into quality assurance and independent verification and validation services. The State expects the QA vendor to provide both sets of services. The State recognizes and accepts that vendors may need to partner to deliver the full set of services.

There are some additional clarifications that are intended to guide vendors in constructing their bids.

Quality Assurance – As noted above, the list of services below is not intended to solicit an item-by-item response. Instead, the State expects that the QA resources assigned to the SACWIS engagement are capable of assessing a project of similar scale and complexity along the dimensions and with a degree of insight suggested by the services listed. We expect that the QA vendor will use this set of services as input to their bid and they will demonstrate through their approach to QA how the QA team will accomplish this degree of oversight. Unlike the IV&V portion of this work, we anticipate that the QA resources will maintain a constant presence throughout the project, although at varying levels during different periods of the project (e.g., only one QA resource during project initiation activities and potentially more during the height of project execution).

Independent Verification and Validation – IV&V of the project is not considered to be an ongoing, integral process within the larger development project. Rather, it is considered to be a periodically performed adjunct activity. In some respects, the IV&V services can be viewed as a “Technology Audit.” Offerors to this solicitation should not view their role as that of providing a “continuous presence” to the project, such as might be the case with the Quality Assurance services. Any offeror whose proposal suggests a constant presence on or within the project will likely find their costs unnecessarily higher than those of an offeror who proposes to accomplish the same mission within well defined, periodic timeframes. For purposes of this solicitation, we believe the offeror's periodic IV&V reviews should each take no longer than an eight week timeframe from initiation through to final report delivery and presentation.

Quality Assurance Activities

Routine assessment of project sponsorship, including but not limited to:

- Evaluation of Executive Sponsor and key executives' engagement in the project.
- Verification of routine and effective project communication with Executive Sponsor and other key executives.
- Verification that project governance activities are occurring as planned and that activities are effective. This includes an assessment of how changes to project scope, schedule and budget are approved.
- Evaluation of alignment of strategic business priorities with project milestones and outcomes.

Routine assessment of the project's management and organization structures including but not limited to:

- Evaluation of the project's organization to confirm it is structured to be effective based on the project needs.
- Evaluation of the business organization to confirm it is structured to be effective based on the project needs.
- Verification that lines of reporting and responsibility provide adequate and effective technical/managerial oversight.
- Evaluation of project management methodologies and project manager/project team's ability to successfully perform planned methodology.
- Evaluation of partnerships with stakeholders and other organizations critical to the development, implementation or maintenance of the system being developed.
- Evaluation of project progress, resources, budget, schedules, workflow and reporting mechanisms.
- Evaluation of project decision making processes.

Routine assessment of project management plans including but not limited to:

- Confirmation of documented key project management plans that utilize project management industry best practices and are appropriately scaled for the project.
- Key project management planning elements include, at a minimum:
 - Project charter
 - Communications Plan
 - Issue Management Plan
 - Change Control Management Plan
 - Risk Management Plan
 - Quality Management Plan (see p. 10)
- Validation that project management plans (and any subsequent modifications) have been communicated to and accepted via the project's governance and decision making structure.
- Evaluation of the ongoing use and maintenance of the key project management planning documents.
- Routine assessment of project risk management activities.
- Evaluation of the project's budget control, tracking and reporting mechanisms.

Routine assessment of the project's schedule/work plan activities including but not limited to:

- Validation that the project's work breakdown structure has been created and contains sufficient detail to schedule the project tasks and resources.
- Evaluation of the estimating and scheduling processes for the project.
- Review of work plans to verify that adequate time and resources are assigned for planning, development, review, testing and rework and that they are based on availability of planned resources.
- Review of processes for managing, analyzing and reporting resource utilization to determine progress and schedule impacts. This should include an assessment of the availability of designated resources/skills when planned.
- Verification that milestones and completion dates are established, monitored and met.
- Verification that schedule variances are monitored, analyzed, reported and addressed.

Routine assessment of the project staffing plan including but not limited to:

- Examination of the job assignments, skills, training and experience of the personnel assigned to the project (including project staff, other state staff and contracted staff).
- Evaluation of the hiring plan and/or procurement plans to verify adequate resources will be available when needed.
- Evaluation of the use of sub-contractors or other external sources of project staff in project planning and development activities.
- Assessment of the availability of planned staff during the life of the project.

Routine assessment of the ability of the contracted vendor to maintain required skills, personnel, plans, resources and procedures to meet their commitment.

Routine evaluation of project reporting including but not limited to:

- Verification that status is accurately and effectively traced using project metrics.
- Verification that status report processes for internal and external oversight are documented, followed and remain effective.

Routine assessment of the project's procedures for managing requirements including but not limited to:

- Validation that the documented system requirements are complete enough to proceed with design activities.
- Verification that critical stakeholders have reviewed and had input to changes which impact project objectives, cost or schedule.
- Verification that interface and information exchange requirements have been identified.
- Verification that the level of interface complexity has been determined and reflected in appropriate project plans.

Routine evaluation of business process reengineering (BPR) activities including but not limited to:

- Verification that BPR (or similar) plan has been developed where BPR (or similar) is needed.
- Verification that BPR has considered lessons learned from previous SACWIS implementation efforts and includes consideration of child welfare best practices.
- Verification that a strategy to implement the BPR (or similar) changes has been documented and includes allocation of sufficient resources.
- Assess ongoing management support for the proposed business process and/or organizational changes.
- Assess the project's processes for monitoring user community readiness for change.

Routine assessment of the project's Quality Management Plan including but not limited to:

- Verification that a Quality Management Plan has been created and accepted by the key stakeholders.
- Assessment of the planned and achieved quality criteria or measures associated with the project.

- Verification that defined acceptance criteria are met prior to acceptance of targeted project deliverables and that effective processes are in place to manage acceptance processes.
- Periodically assess project's progress towards meeting stated objectives.

Periodic reviews of implementation plan development including but not limited to:

- Verification that implementation planning is comprehensive and realistic for all impacted parties.
- Review of user training plan and activities for timeliness and effectiveness of training.
- Confirm that adequate communication and support exists with all enterprise and external organizations that have interface obligations related to this project.

Independent Verification and Validation Activities

Periodically review and evaluate the vendor's process for formulating technical designs, including but not limited to:

- Evaluate and make recommendations on existing high level design products to verify the design is workable, efficient, and satisfies all system and system interface requirements.
- Evaluate and make recommendations on existing detailed design products to verify that the design is workable, efficient, and satisfies all high level design requirements.
- Evaluate the system's division between batch and on-line processing with regard to system performance and data integrity.
- Evaluate the appropriate use of Operating System scheduling software.
- Verify that job control language scripts are under an appropriate level of configuration control.
- Evaluate new and existing database designs to determine if they meet existing and proposed system requirements.
- Recommend improvements to existing designs to improve data integrity and system performance.
- Evaluate the design for maintainability, scalability, refreshability, concurrence, normalization (where appropriate) and any other factors affecting performance and data integrity.

- Evaluate the project's process for administering the database, including backup, recovery, performance analysis and control of data item creation.

Review and evaluate the hardware/software setup within the vendor's development environment, including but not limited to:

- Evaluate new and existing development hardware configurations to determine if their performance is adequate to meet the needs of system development.
- Determine if hardware is maintainable, easily upgradeable, and compatible with the State's existing development and processing environment. This evaluation should include, but is not limited to CPUs and other processors, memory, network connections and bandwidth, communication controllers, telecommunications systems (LAN/WAN), terminals, printers and storage devices.
- Current and projected vendor support of the hardware should be evaluated, as well as the State's hardware configuration management plans and procedures.
- Evaluate new and existing development software to determine if its capabilities are adequate to meet system development requirements.
- Determine if the software is maintainable, easily upgradeable, and compatible with the State's existing hardware and software environment.
- Evaluate the environment as a whole to see if it shows a degree of integration compatible with good development. This evaluation should include, but is not limited to, operating systems, network software, CASE tools, project management software, configuration management software, compilers, cross-compilers, linkers, loaders, debuggers, editors, and reporting software.
- Language and compiler selection should be evaluated with regard to portability and reusability (ANSI standard language, non-standard extensions, etc.)
- Current and projected vendor support of the software should be evaluated, as well as the State's software acquisition plans and procedures.

Review and evaluate the vendor's approach to training developers, including participating developers from the State team:

- Review and make recommendations on the training provided to system developers.
- Verify that developer training is technically adequate, appropriate for the development phase, and available at appropriate times.
- Verify that all necessary policy, process and standards documentation is easily available to developers.
- Verify that all training is given on-time and is evaluated and monitored for effectiveness, with additional training provided as needed.

Periodically review and evaluate the vendor's development process, including but not limited to:

- Evaluate, using code walkthroughs, and make recommendations on the standards and process currently in place for code development.

Note: The QA Vendor will function as moderator for software code walkthroughs and perform inspections at key points during development as part of the review of the code as a deliverable. These walkthroughs and inspections should be based around specific modules to be identified in cooperation with the Implementation Vendor. The state expects the QA Vendor to moderate and perform one (1) code walkthrough and inspection (respectively) for each identified module. The content and format of the Code Walkthrough and Inspection reports will be the result of mutual agreement between the State and the QA Vendor.

- Evaluate the existing code base for portability and maintainability, taking software metrics including but not limited to modularity, complexity and source and object size.
- Code documentation should be evaluated for quality, completeness (including maintenance history) and accessibility.
- Evaluate the coding standards and guidelines and the projects compliance with these standards and guidelines. This evaluation should include, but is not limited to, structure, documentation, modularity, naming conventions and format.
- Verify that developed code is kept under appropriate configuration control and is easily accessible by developers.
- Evaluate the project's use of software metrics in management and quality assurance.
- Evaluate the plans, requirements, environment, tools, and procedures used for unit testing system modules.

- Evaluate the level of test automation, interactive testing and interactive debugging available in the test environment.
- Verify that an appropriate level of test coverage is achieved by the test process, that test results are verified, that the correct code configuration has been tested, and that the tests are appropriately documented.

Periodically review the full life cycle testing processes and report findings and recommendations. Sample activities include:

- Evaluation of testing plans, procedures and supporting processes and tools to determine use and effectiveness.
- Evaluate interface testing plans and procedures.
- Review documented acceptance procedures and acceptance criteria for product and monitor use of the procedures and criteria.
- Evaluate outcome of performance tests and measure against performance requirements stipulated in the contract.
- Evaluate outcome of load tests to ensure processes are capable of supporting transaction volumes and concurrent user requirements.

Periodically review and evaluate the vendor's technical processes, including but not limited to:

- Review and evaluate the configuration management (CM) plans and procedures associated with the development process.
- Verify that all critical development documents, including but not limited to requirements, design, code and JCL are maintained under an appropriate level of control.
- Verify that the processes and tools are in place to identify code versions and to rebuild system configurations from source code.
- Verify that appropriate source and object libraries are maintained for training, test, and production and that formal sign-off procedures are in place for approving deliverables.
- Verify that appropriate processes and tools are in place to manage system changes, including formal logging of change requests and the review, prioritization and timely scheduling of maintenance actions.
- Verify that mechanisms are in place to prevent unauthorized changes being made to the system and to prevent authorized changes from being made to the wrong version.

- Review the use of CM information (such as the number and type of corrective maintenance actions over time) in project management.
- Verify that the subcontractors' software development methodology and product standards are compatible with the system's standards and environment.
- Review and make recommendations on all defined processes and product standards associated with the system development.
- Verify that all major development processes are defined and that the defined and approved processes and standards are followed in development.
- Verify that the processes and standards are compatible with each other and with the system development methodology.
- Verify that all process definitions and standards are complete, clear, up-to-date, consistent in format, and easily available to project personnel

Review and evaluate the hardware/software and database platforms for the new SACWIS, including but not limited to:

- Evaluate new and existing system hardware configurations to determine if their performance is adequate to meet existing and proposed system requirements.
- Determine if hardware is compatible with the State's existing processing environment, if it is maintainable, and if it is easily upgradeable. This evaluation should include, but is not limited to CPUs and other processors, memory, network connections and bandwidth, communication controllers, telecommunications systems (LAN/WAN), terminals, printers and storage devices.
- Evaluate current and projected vendor support of the hardware, as well as the State's hardware configuration management plans and procedures.
- Evaluate new and existing system software to determine if its capabilities are adequate to meet existing and proposed system requirements.
- Determine if the software is compatible with the State's existing hardware and software environment, if it is maintainable, and if it is easily upgradeable. This evaluation should include, but is not limited to, operating systems, middleware, and network software including communications and file-sharing protocols.

- Current and projected vendor support of the software should be evaluated, as well as the State's software acquisition plans and procedures.
- Evaluate new and existing database products to determine if their capabilities are adequate to meet existing and proposed system requirements.
- Determine if the database's data format is easily convertible to other formats, if it supports the addition of new data items, if it is scaleable, if it is easily refreshable and if it is compatible with the State's existing hardware and software, including any on-line transaction processing (OLTP) environment.
- Evaluate any current and projected vendor support of the software, as well as the State's software acquisition plans and procedures.

Periodically review and evaluate the system's capacity, including but not limited to:

- Evaluate the existing processing capacity of the system and verify that it is adequate for current statewide needs for both batch and on-line processing.
- Evaluate the historic availability and reliability of the system including the frequency and criticality of system failure.
- Evaluate the results of any volume testing or stress testing.
- Evaluate any existing measurement and capacity planning program.
- Evaluate the system's capacity to support future growth.
- Make recommendations on changes in processing hardware, storage, network systems, operating systems, COTS software, and software design to meet future growth and improve system performance.

Review and evaluate the vendor's processes for backup and recovery of the system, including but not limited to:

- Verify that processes and equipment are in place to back up client and project data and files and archive them safely at appropriate intervals.
- Evaluate operational plans and processes.
- Evaluate implementation of the process activities including backup, disaster recovery and day-to-day operations to verify the processes are being followed.

5. DELIVERABLES

The following table identifies the anticipated deliverables. The State reserves the right to request additional analyses, as needed. The QA Vendor may suggest development of additional deliverables in specific areas. The Department must authorize the need for additional deliverables prior to their development.

Copies of all deliverables will be delivered, in electronic form, to the DSHS Chief Information Officer (CIO), the Children's Administration Assistant Secretary, Department of Information Services (DIS) and the CAMIS Replacement Project Project Manager. Frequencies are noted in the descriptions below.

Deliverable Name	Description
QA Approach & Plan	<p>Within 30 days after the contractor is notified of the contract approval, develop a plan for this engagement that contains the approach to be used and a project plan outlining key tasks, roles and responsibilities, conflict resolution procedures, deliverables and timelines for execution of the approach. This plan will be developed in consultation with the Project Manager and the project's executive stakeholders.</p> <p>The approach will outline methodologies, standards, templates, benchmarks or other information that will be routinely used in producing QA and IV&V reports or other deliverables.</p>
Vendor Evaluation & Selection Process	<p>Within 30 days of project initiation, the QA vendor will work closely with the project team to prepare a proposal evaluation and selection plan. The plan will account for:</p> <ul style="list-style-type: none">• Formation of the evaluation team;• Formulating and conducting the evaluation process;• Assessment of proposal compliance;• Creating a short list of candidates;• Planning and conducting orals;• Managing a BAFO process if necessary;• Selection of a successful bidder; and• Federal approval of the contract.
Cost/Benefit Analysis and Break-even Estimate	<p>Using the State's work load study as a baseline, the vendor will prepare a cost/benefit and break-even analysis consistent with federal requirements. The cost/benefit and break-even analysis will include the recommended measures to be evaluated, a baseline set of</p>

Deliverable Name	Description
	measurements and the process for updating the CBA in subsequent APDU submissions.
QA Approach & Plan Update	<p>Within 30 days of concluding the Implementation Vendor contract negotiations, the QA Approach & Plan should be updated to more accurately reflect the work to be performed during the SACWIS project.</p> <p>In addition to updating the original plan, a section will be added that includes the list of Implementation vendor deliverables that are to be reviewed by the QA Vendor. The QA Vendor will work with the State Project Team and Implementation Vendor to validate and mutually agree to this set of deliverables.</p> <p>We understand that the specific list of deliverables will not be known until the implementation vendor is selected. Please include, based on your experience, a proposed set of deliverables for QA review. The State's intent is to limit QA review to only those deliverables for which QA review is necessary, for example, the Project Management Plan, the baseline work plan and plan updates, project management process documents, the implementation plan, etc.</p>
Routine Status Reports	The QA Vendor will work with the State to establish a format and frequency for reporting status against the approved project plan.
Routine QA reports	<p>Written QA reports will be produced on a monthly basis. The reports must provide project context as well as quantitative and qualitative data on the areas from section I.C.4 that were assessed. Reports must include findings and detailed recommendations on how the Department can improve activities, processes and results in assessed areas. Reports will also note any new or modified methodologies, standards, templates, benchmarks, etc. not previously outlined in the QA Approach deliverable.</p> <p>Given the anticipated periodicity of the IV&V effort, IV&V activities and deliverables, as proposed in the QA Approach and Plan, are expected to be completed separately.</p>
Findings and	A record of all findings and recommendations and their

Deliverable Name	Description
Recommendations Tracking Log	disposition or current status will be maintained. The log will be provided as an attachment to the monthly QA report. IV&V recommendations are expected to be included in the log.
Routine QA briefings	On at least a monthly basis, the QA Vendor will meet with the project team, DSHS CIO, Project Sponsor and DIS representative, to discuss concerns and review findings and recommendations.
SACWIS Assessment Review Plan	This deliverable should prescribe the activities that the State needs to perform in preparation for the SACWIS Assessment Review. The SACWIS Assessment Review Guide should be the basis for this plan. This plan should be delivered within 90 days of implementing the full SACWIS application.
SACWIS Assessment Review Readiness Checklist	The SAR Plan should be accompanied by a tool to measure readiness for the review. The tools should include the activities to be performed, the responsible parties and a means for maintaining status of the activities. The checklist should be delivered with the SACWIS Assessment Review Plan.

Draft reports, deliverables and analysis will be reviewed with project staff prior to submission. Final acceptance of the deliverables will be the responsibility of DIS, DSHS CIO and the Children's Administration.

All deliverables shall be approved by the Department in order for the task which produced them to be considered complete. In all cases, payment to the Vendor shall be contingent upon Department approval of deliverables. No review will be considered completed until the approved documentation is delivered to and reviewed by the Department.

Each response to this RFP must include descriptions for the actions that shall be taken to produce the deliverables and obtain Department approval. In addition, each response must include a proposed format and content outline for each deliverable. Responses should include examples of deliverables, where feasible.

The Department must approve, in writing, changes to milestones, deliverables or other material changes to the contract prior to implementation of changes.

D. MINIMUM QUALIFICATIONS

DSHS will determine, at its sole discretion, which Bidders meet the minimum qualifications identified below and will consider those Bidders' Proposals. Should DSHS determine, at its sole discretion, that a firm does not meet these minimum qualifications, DSHS will disqualify the firm from the evaluation and selection process.

The Bidder's proposal must demonstrate the following:

- All Key Personnel being proposed for this engagement have provided project Quality Assurance services on similar projects (preferably in human services, with SACWIS experience being most desirable) within the past three years.
- All Key Personnel have a minimum of three years experience providing project Quality Assurance services on risk/severity level 2 or 3 projects (or equivalent).
- All Key Personnel have a minimum of two years experience as a project manager or member of a project management team on projects with a risk/severity level of 2 or 3 (or equivalent).

E. FUNDING

Any contract awarded is contingent upon the availability of funding.

F. DEFINITIONS

See Exhibit A, Definitions, for the meaning of certain terms used in this RFP.

II. General Information

A. PROCUREMENT CONTACT INFORMATION

Upon release of this RFP, all communications concerning this RFP must be directed only to the RFP Coordinator listed below. Any communication directed to DSHS staff, or its consultant, other than the RFP Coordinator may result in disqualification. Any oral communications will be considered unofficial and non-binding to DSHS. Bidders should rely only on written statements issued by the RFP Coordinator.

B. DSHS RFP COORDINATOR

Contact: Andrew Kramer, RFP Coordinator
Department of Social & Health Services
Administrative Services Division
Central Contract Services

Mailing Address: P.O. Box 45811
Olympia, Washington 98504-5811

Physical Address: 4500 10th Avenue SE
Lacey, Washington 98503

Telephone: (360) 664-6073

FAX: (360) 664-6184

E-mail Address: KrameAW@DSHS.wa.gov

C. ACCEPTANCE OF RFP TERMS

A Proposal submitted in response to this RFP shall be considered a binding offer. Acknowledgement of this condition shall be indicated by signature of an officer of the Bidder legally authorized to execute contractual obligations by submitting with the Proposal a signed Bidder Information, Certificates and Assurances Form attached hereto as Exhibit B. A Bidder must clearly identify and thoroughly explain any variations between its Proposal and DSHS' RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFP.

D. PROCUREMENT SCHEDULE

The Procurement Schedule outlines the tentative schedule for important action dates and times. DSHS reserves the right to revise this schedule at

any time and will post any amended schedules on the DSHS Procurement website.

Item	Action	Timeframe
1.	Issue RFP	August 4, 2006
2.	Last Date for Accepting Bidder Written Questions by 3:00 PM Pacific Standard Time	August 18, 2006
3.	Issue Response to Written Questions No Later Than	August 25, 2006
4.	Proposal Submission Due by 3:00 p.m. Pacific Standard time	September 15, 2006
5.	Proposal Evaluation	September 15 – September 29, 2006
6.	Oral Presentations, If Required	October 3 - 4, 2006
7.	Notify Apparently Successful Bidder	October 6, 2006
8.	Notify Unsuccessful Bidders	October 6, 2006
9.	Begin Contract Negotiations	October 10, 2006
10.	Bidder's Request for Debriefing Due by 3:00PM	October 11, 2006
11.	Hold Debriefing Conferences (optional to bidders)	October 18, 2006
12.	Bidders' Protest(s) Due	October 25, 2006
13.	Signed Contracts due back from ASB	October 31, 2006
14.	File with OFM (10 day filing period)	November 1, 2006
15.	Contract Execution	November 2, 2006

Note that contract finalization and the start date of the project are dependent on Federal review and approval of the contract.

E. CONTRACT

DSHS intends to award one contract to provide the services described in this RFP.

The Contract term shall be approximately thirty-six (36) months commencing upon the date of execution of the contract by DSHS. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

F. INSURANCE

The Apparently Successful Bidder must comply with the insurance requirements identified in the sample contract attached as Exhibit C.

G. CONTRACT AMENDMENT

Additional services that are appropriate to the scope of this RFP, as determined by DSHS, may be added to the resulting Contract by a written amendment mutually agreed to and executed by both parties.

H. PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Materials submitted in response to this RFP shall become the property of DSHS. All proposals, quotes, lists, evaluation documents and other documents that make up this Procurement shall remain confidential until 1) DSHS makes it available to the public pursuant to RCW 42.17, or 2) the contract, if any, resulting from this RFP is signed by DSHS and the Apparently Successful Bidder. Thereafter, the proposals shall be deemed public records as defined in RCW 42.17.

Bidder's proposal must include a statement on the Letter of Submittal identifying each page of your proposal which contains any proprietary information. Each page claimed to be proprietary must be clearly marked by printing the word "Proprietary" on the lower right hand corner of each page which contains any proprietary information.

If DSHS receives a request to view or copy your proposal, DSHS will respond according to applicable law and DSHS policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in

your proposal without giving you ten (10) days notice for you to seek a court injunction against the disclosure. You may not mark your entire proposal proprietary.

I. WRITTEN REPRESENTATIONS

Proposals should be based on the material contained in this RFP, any related amendment(s), and any questions and answers directed through the RFP Coordinator.

J. QUESTIONS AND ANSWERS

Bidders should fax, e-mail or mail written questions to the RFP Coordinator. Early submission of questions is encouraged. Questions will be accepted until the date set forth in the Procurement Schedule. Questions and Answers will be on the DSHS Procurement website.

K. RFP AMENDMENTS

DSHS reserves the right, at any time before execution of a contract, to amend all or a portion of this RFP. Amendments will be posted on the DSHS Procurements Web site, if applicable. If there is any conflict between amendments or between an amendment and the RFP, whichever document was issued last in time shall be controlling.

L. RETRACTION OF THIS RFP

DSHS and the State of Washington are not obligated to contract for the services specified in this RFP. DSHS reserves the right to retract this RFP in whole, or in part, at any time without penalty.

M. SUBMISSION OF PROPOSALS

Proposals must be prepared and submitted no later than the proposal submission date and time specified in the Procurement Schedule. The proposal is to be sent to the RFP Coordinator, either by mail or hand delivery, at the address specified in Section II.A., Procurement Contact Information. DSHS will not accept any proposal submitted by fax. DSHS will accept any proposal submitted by email.

You should allow sufficient time to ensure timely receipt by the RFP Coordinator. You assume the risk for the method of delivery and for any delay in the mailing or delivery of your proposal.

DSHS reserves the right to disqualify any proposal and withdraw it from consideration if it is received after the proposal submission due date and time. All proposals and any accompanying documentation become the property of DSHS and will not be returned.

N. NONRESPONSIVE PROPOSALS

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. DSHS may reject or withdraw your proposal at any time as nonresponsive for any of the following reasons:

- Incomplete proposal;
- Submission of alternative proposals;
- Failure to comply with any part of this RFP or any exhibit to this RFP;
- Submission of incorrect, misleading, or false information.

O. MINOR IRREGULARITIES

DSHS may waive minor administrative irregularities related to any proposal.

P. COST TO PROPOSE

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting or presenting a proposal for this RFP.

Q. JOINT PROPOSALS

If you submitted a joint proposal, with one or more other bidders, you must designate the prime bidder. The prime bidder will be DSHS's sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

R. EXHIBITS

Exhibits to this RFP are:

- Exhibit A - Definitions
- Exhibit B - Bidder Information, Certifications and Assurances Form
- Exhibit C - Sample Contract

You should be sure that you have downloaded a complete copy of this RFP and all attached exhibits, as listed above. The procurement documents can be accessed at <http://www1.dshs.wa.gov/msa/ccs/> . If you are unable to download the documents, you should contact the RFP Coordinator.

It is not a ground for protest if your copy of this RFP should be missing any exhibit or pages of the RFP.

S. WITHDRAWAL OF PROPOSALS

After a Proposal has been submitted, Bidders may withdraw a proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request signed by an authorized representative of the Bidder must be submitted to the RFP Coordinator. After withdrawing a previously submitted proposal, the Bidder may submit another proposal at any time up to the proposal submission date and time.

T. NOTIFY APPARENTLY SUCCESSFUL BIDDER

DSHS will notify the Apparently Successful Bidder on or about the date and time specified in the Procurement Schedule of the selection of the Apparently Successful Bidder by written notice via mail, e-mail and/or fax. DSHS will notify separately the Unsuccessful Bidders on or about the date and time specified in the Procurement Schedule of the non-selection of the Unsuccessful Bidder by written notice via mail, e-mail and/or fax.

U. BIDDER DEBRIEFING CONFERENCE

If DSHS does not select your proposal, you may request a debriefing conference. You must submit your request in writing to the RFP Coordinator by mail or fax by the date specified in the Procurement Schedule, Section II.C., Figure 1.

Debriefing conferences will be held on the dates specified in the Procurement Schedule, Section II.C., Figure 1.. The debriefing conference may be conducted either in person or by telephone and will be scheduled for a maximum of one hour.

Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of your proposal;
- Critique of your proposal based on evaluators' comments; and
- Review of your final score in comparison with other Bidders' final scores without identifying the Bidders.

Identification of the other Bidders, their proposals or evaluations will not be allowed.

V. PROTEST

Protests may be made only after DSHS has sent notification to the Apparently Successful Bidder and to the unsuccessful bidders. In order to submit a protest under this RFP, a Bidder must have submitted a Proposal for this RFP, and have requested and participated in a debriefing

conference. It is the sole administrative remedy available within DSHS. The following is the process for filing a protest:

1. GROUNDS FOR PROTEST

A protest may be made based on these grounds only:

- Arithmetic errors were made by DSHS in computing the score;
- DSHS failed to follow the procedures established in this RFP document, or to follow applicable State or federal laws or regulations; or
- Bias, discrimination, or conflict of interest on the part of an evaluator.

2. PROTEST FORM AND CONTENT

A protest must state all of the facts and arguments upon which the protest is based, and the grounds for your protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the protest must include:

The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the protest;

- The RFP number and name of the issuing agency;
- A detailed and complete statement of the specific action(s) by DSHS under protest;
- The grounds for the protest;
- Description of the relief or corrective action requested.

You may attach to your protest any documentation you offer to support your protest.

3. SUBMITTING A PROTEST

Your protest must be in writing and must be signed. You must mail or hand deliver your protest to the RFP Coordinator using the same mailing or delivery address provided in this RFP for submitting your proposal. Protests may not be submitted by fax or email. DSHS must receive the written protest within five (5) business days after the debriefing conference.

4. PROTEST PROCESS

The RFP Coordinator will forward your protest to the DSHS designated Protest Coordinator with copies of the following:

- this RFP and any amendments,
- your proposal,
- the evaluators' scoring sheets, and
- any other documents showing evaluation and scoring of your proposal.

DSHS will follow these procedures in reviewing your protest:

DSHS will conduct an objective review of your protest, based on the contents of your written protest and the above materials provided by the RFP Coordinator.

DSHS will send you a written decision within five (5) business days after DSHS receives your protest, unless more time is required to review the protest and make a determination. The protesting Bidder will be notified by the RFP Coordinator if additional time is necessary.

DSHS will make a final determination of your protest and will either:

- Find that your protest lacks merit and uphold DSHS's actions;
- Find that any errors in the RFP process or in DSHS's conduct did not influence the outcome of the RFP, and uphold DSHS's actions; or
- Find merit in the protest and provide options for corrective action by DSHS which may include:
 - That DSHS correct any errors and re-evaluate all proposals affected by its determination of the protest;
 - That DSHS reissue the RFP document; or
 - That DSHS make other findings and take such other action as may be appropriate.

W. EXECUTION OF THE CONTRACT

If you are the Apparently Successful Bidder, you will be expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as Exhibit C.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFP and the terms of your proposal.

If you fail or refuse to sign the contract or any subsequent amendment within ten (10) business days of delivery to you, DSHS may elect to cancel the award and may award the contract to the next-highest ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

The Bidder who is awarded this contract may not participate or compete in any future RFP or formal Procurement for the Procurement of a SACWIS Implementation Vendor.

If at contract award or anytime thereafter any specifically named individual(s) identified in the Proposal to work on this engagement are not available, DSHS has the right to approve or reject any change in Contractor personnel.

III. Proposal Contents

A. PROPOSAL CONTENTS

The three major sections of the proposal are to be submitted in the order noted below in Section III.C., Contents of Binders:

Proposals must provide information in the same order as presented in this document with the same headings. The questions in each of the four sections are described below. All questions must be answered and all items must be included as part of the proposal for the proposal to be considered responsive, even though certain items may not be scored.

B. FORMAT OF PROPOSAL

Proposals must be submitted on standard eight and one-half by eleven inch (8 ½" x 11") white paper.

A font size not less than 12 point must be used.

Proposals must be submitted in separate three-ring binders as specified in Section III.C., Contents of Binders, with tabs separating the major sections of the Proposal, and your name on the front cover or title page of each binder.

Identify each copy of your proposal by including Proposal to RFP # 0634-222; the title of this RFP, CAMIS Replacement Project, Quality Assurance; and your name on the front cover.

C. CONTENTS OF BINDERS

Submit one binder marked "Original" with Bidder's name and four (4) copies, in addition, include one soft copy in Microsoft Word 2003 file format or Microsoft Excel 2003 file format if appropriate on a portable media or electronic readable media (Compact Disc (CD-ROM) or 3.5" diskette, with a label on the CD or diskette identifying your name and RFP# 0634-222 of your proposal containing the following:

- Table of Contents
- Section 1: Administrative Requirements.
- Section 3: Management/Experience and Qualifications Proposal
- Section 4: Cost Proposal

D. ADMINISTRATIVE REQUIREMENTS (SECTION 1 OF PROPOSAL BINDER)

Please respond to each item in the same order in which they appear.

1. LETTER OF SUBMITTAL

Bidders must submit a prepared and signed submittal letter on Bidder's official business letterhead stationery. The submittal letter must be included as the first page of Section 1. Signing the submittal letter indicates that the Bidder accepts the terms and conditions of RFP# 0634-222.

The Bidder's Letter of Submittal must include the following:

- Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract would be written;
- The name of your contact person for this RFP;
- A detailed list of all materials and enclosures included in your Proposal;
- A list of all RFP amendments downloaded by the Bidder from the DSHS Procurements Web site, if applicable, and listed in order by amendment number and date. If there are no RFP amendments, include a statement to that effect;
- The Bidder's guarantee that its Proposal, as submitted, will remain in full force and effect for 180 days;
- A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information; and
- Any statements you wish to convey to the RFP Coordinator, including any variations between your proposal and the RFP.

2. BIDDER INFORMATION, CERTIFICATES AND ASSURANCES FORM

A completed Bidder Information, Certificates and Assurances Form Exhibit B. Please sign and include any attachments that are necessary.

3. REFERENCE SECTION

Provide a list of at least three (3) references of entities for which you have performed similar services. Include the names, telephone numbers, dates of services, and a brief description of the similar services you provided them in the past. References will only be contacted for finalist(s).

E. MANAGEMENT, EXPERIENCE & QUALIFICATIONS PROPOSAL (SECTION 3 OF PROPOSAL BINDER)

Please respond to each question in the same order in which they appear.

1. Describe your approach to performing the services described in Section I.C. Project Scope – Services To Be Provided. Include specific philosophies, principles employed, methodologies, tools and staffing models.

2. Based upon your experience with project Quality Assurance provide a detailed listing of the Key Personnel or team you propose for this engagement, including the titles of staff, team roles (if applicable), and a current resume of each person proposed. Resumes must detail experience with the activities in Section I.C. and required skills listed in Section I.D., Minimum Qualifications, of this RFP.

The resumes should include the following:

- Employment history listing the projects, employer, and timeframes that the individual performed as a quality assurance services provider and/or project manager/project management team member. Include information about the size and duration of the named projects, the nature and duration of the services provided and the reporting structure associated with the project.
- Employment history listing the experience obtained while working for DSHS and/or Washington State government.
- List of software tools used, including experience with using Microsoft Project.
- Education history. Include any academic certification for project management (e.g. PMI certified or other certification program) or quality assurance.
- Three (3) references that might be contacted to verify qualifications and other information.
- The bidder may not substitute Key Personnel proposed for this project without the prior, written approval of DSHS.

3. Bidder must have demonstrated recent experience in performing project Quality Assurance. Provide the following as evidence:

- List your companies past experience working with DSHS, other Washington State agencies or government entities.
- Examples of tools, reports and methodologies used by the Bidder in the past.
- Identification of three or more projects in which the proposed staff provided project Quality Assurance services. Provide information regarding the size of each project (such as budget, duration, number of full time staff and assessed risk/severity level (or equivalent) and the scope of project Quality Assurance services provided.
- For each project listed, identify client contact information for a person familiar with the services performed.

4. Key Personnel:

The contractor and the Department agree that the Key Personnel are critical to the performance of the contract and cannot be removed or reassigned without Department approval. The Department has the right of refusal for any personnel proposed for or assigned to these tasks.

After contract award, to change Key Personnel, the contractor must obtain the prior written consent of DSHS. The contractor must give DSHS resumes of, and an opportunity to interview and approve or disapprove potential Key Personnel prior to commencing any tasks, services, or work under the contract. This applies to Key Personnel that are employees of the contractor or subcontractors.

DSHS reserves the right to require a change in the contractor's Key Personnel or other contractor personnel, including requiring the removal or reassignment of any contractor or subcontractor personnel found unacceptable by DSHS. DSHS must be given an opportunity to interview and approve or disapprove potential replacements for that employee prior to the replacement performing any tasks, services, or work under the contract.

F. COST PROPOSAL (SECTION 4 OF PROPOSAL BINDER)

Provide a single fixed price for providing the services described in Section I.C.1. through I.C.4. and the deliverables described in I.C.5. based upon the personnel and approach described in Section E.

Provide as part of the Cost Proposal, a deliverable-based payment schedule that assigns an appropriate cost to each deliverable produced.

Provide an hourly rate for additional services which may be requested by DSHS. In providing the hourly rates, reference the labor categories or personnel position descriptions/titles used in the response to the project scope.

Facilities

Location

The project team is located at 7240 Martin Way E, Lacey, WA 98516. Space will be provided at this location for the QA Vendor staff. The SACWIS Implementation Vendor staff also will be located at this site.

Equipment / software provided by State

The State will also provide:

- Access to state staff that are involved with the SACWIS project;
- Copies of all hardcopy and softcopy documentation related to the SACWIS project; including those deliverables created by the SACWIS Implementation Vendor;
- Documentation of existing standards and processes utilized and enforced by DSHS;
- Support all server hardware and software necessary for repositories of project data (project planning data, requirements data, design tool data, configuration items, etc);
- Security access to the project location as well as security for the DSHS data network, including the proper security levels to connect to project data repositories. The state will also provide the necessary security access to the SACWIS development and test databases;
- The necessary client hardware (PCs, cables, networked printers) and software licenses for the QA Vendor team located at the project site. This will also include any necessary office automation software and standard groupware tools as well as the client software required to access the project data repositories. State staff will acquire, install, upgrade, and support all hardware and software necessary for the QA Vendor team member workspaces and on request, incidental office supplies necessary for QA activities;

What is provided by QA Vendor

The QA Vendor will provide a list of additional materials required in its response to this RFP. After the acceptance of the response to the RFP, all

materials listed and accepted by the state will be invoiced to the state in the manner prescribed during contract negotiations.

IV. Evaluation

A. EVALUATION PROCEDURE

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this Procurement and any amendments issued. The evaluation of proposals shall be accomplished by an evaluation team to be designated by DSHS who will be responsible for the review, evaluation and scoring of Bidder proposals. DSHS, at its sole discretion, will select finalists for an oral presentation. If oral presentations are held, evaluators will evaluate and score the oral presentations of bidders selected as finalists.

B. PROPOSAL EVALUATION

Each Proposal will first be screened to determine if the Bidder has complied with appropriate Administrative Requirements and Submittal Instructions. Each Proposal must meet the Administrative Requirements to be eligible to submit a proposal to this RFP. If your proposal does not meet all Administrative Requirements for this RFP, DSHS may consider your proposal nonresponsive and withdraw it from consideration at any time. Evaluators will score all responsive proposals and award points up to the maximum points available for each question.

C. SCORING OF PROPOSALS

1. OVERALL SCORE DETERMINATION

The following points/weights will be assigned to the proposal for evaluation purposes:

Methodology and Approach	40 points
Experience and Qualifications	40 points
Cost Proposal	20 points
Total for Written Proposals	100 points

The scores for the first three elements will be used in the selection of finalist Bidders. The finalist Bidders may be asked to participate in a final interview. Points for the oral presentation, if required, will be scored separately to determine the Apparently Successful Bidder.

The written responses will be evaluated strictly in accordance with the requirements set forth in this RFP and any amendments thereto.

2. EVALUATION POINTS

The evaluation will be based only upon the response and not upon the evaluator's external experience with, or perception of, the Bidder or upon Bidder presentations made prior to the release of this document.

Each scored item will be awarded points by each evaluator. Points will be assigned based upon the evaluator's interpretation of the effectiveness and efficiency of the Bidder's response to each requirement. In addition to the point score assigned (see listing below) each scored item is assigned a weighting value. The score of the evaluators will be multiplied by the weighting to give the weighted score.

The evaluators will score independently. Upon completion of scoring, the scores will be given to the RFP Coordinator. Scoring will be based upon a scale of zero (0) to four (4), with those scores being defined as follows:

Score	Description	Discussion
4	Exceptional	Feature or capability is clearly superior to that which is average.
3	Above Average	Feature or capability is better than that which is average.
2	Average	This is the baseline score for each item with adjustments based upon the evaluator's interpretation of the Bidder's response.
1	Below Average	Feature or capability is substandard to that which is average.
0	Failing	Feature or capability is non-responsive or clearly inadequate to that which is average. For a mandatory requirement, it will result in disqualification of the Bidder's response.

The final score for each of the three sections will be computed by dividing the Bidder's raw score by the highest raw score received by any responder. The result of this calculation will be multiplied by the overall possible points available for that section.

The weighted score shall be computed by the RFP Coordinator and shall be the sum of the scores for the three sections. The weighted score will be used to identify finalist Bidders.

D. EVALUATION OF ORAL PRESENTATIONS

DSHS may, after evaluating the written proposals, elect to schedule oral presentations of the finalists. The RFP Coordinator will notify finalists of the date, time, and location of the oral presentations.

DSHS will select evaluators for the oral presentations based on their qualifications, experience and background relevant to this RFP. These evaluators may include evaluators who reviewed the written proposals or DSHS staff who will work with the successful bidder(s). Evaluators will score the oral presentations in accordance with RFP requirements and evaluation criteria.

The evaluation team will address certain predefined questions that will be asked of all Bidders. The predefined questions will not normally have been provided to Bidders, however, depending on the nature of the questions, some may be provided to Bidders in advance of the interview. The evaluation team may also ask the Bidder additional questions in the course of the interview.

The score from the oral presentation will be considered independently to result in the selection of the Apparently Successful Bidder.

E. FINAL DETERMINATION OF APPARENTLY SUCCESSFUL BIDDER(S)

DSHS program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s).

In this final review, DSHS may consider past or current performance of any DSHS contracts by a finalist(s), and any experience of the program or DSHS in working with a finalist(s) under any past or current contract with DSHS.

Upon completion of the bidders' oral presentations, the RFP Coordinator may issue a request for Best and Final Offers. This request may include specific instructions as to the content and form of the Best and Final Offer and an invitation to submit a revised proposal.

The State reserves the right to select the Apparently Successful Bidder without requesting a Best and Final Offer. Therefore, bidders should submit their proposal on the most favorable terms the Bidder can offer.

DSHS management shall make the final determination as to which bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparently Successful Bidder(s) under this Procurement.

Program staff and DSHS management shall determine which proposals reviewed during this final selection process will best meet the needs of DSHS and, specifically, the needs of the Children's Administration.

V. Exhibits

A. DEFINITIONS

The following terms which appear in this RFP have the meaning that is defined below for the purposes of this RFP:

- **Apparently Successful Bidder** - A bidder selected as having submitted a successful proposal, based on the final determination of DSHS management taking into consideration the bidder's final proposal score and which proposals best meet the needs of DSHS. The bidder is considered an "apparently" successful bidder until a contract is finalized and executed.
- **Agency** – The Department of Social and Health Services is the agency of the State of Washington that is issuing this RFP.
- **Bidder** - An individual, organization, public or private agency, or other entity submitting a proposal in response to this RFP.
- **CA** – The Children's Administration.
- **CAMIS** – CA's current SACWIS system, the Case and Management Information System.
- **Contractor** – Individual or Company whose proposal has been accepted by the Agency and is awarded a fully executed, written contract.
- **Issue** - To mail, post or otherwise release this RFP as a public document to interested parties.
- **IV&V** – Independent Verification and Validation.
- **Key Personnel** - Staff being proposed to do the work under this proposal.
- **Proposal** - All material prepared and assembled by a bidder, and which the bidder submits in response to this RFP.
- **Protest** - An objection by the bidder, in writing, protesting the results of this RFP, and which complies with all requirements of this RFP.
- **RCW** - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- **RFP** - Request for Proposals; i.e., this RFP document.
- **RFP Coordinator** - The person named in this RFP as the RFP Coordinator, or the RFP Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFP for potential bidders and other interested parties.

- **Risk/Severity Level** – Within the Department, the risk/severity level of a project is determined based on criteria outlined in Information Service Board [Information Technology Investment Standards](#).
- **SACWIS** – Statewide Automated Child Welfare Information System.
- **SAR** – SACWIS Assessment Review, a Federal review of a newly implemented SACWIS to determine whether or not the Federal requirements have been met.
- **Statement of Work** - A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally in the form of an exhibit attached to the contract.
- **Submit** - To deliver to the DSHS RFP Coordinator any of several documents described in this RFP and in the manner specified in this RFP.
- **WAC** - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
- **You** - The person, agency, or organization requesting a copy of this RFP or submitting a proposal in response to this RFP.

B. BIDDER INFORMATION, CERTIFICATIONS AND ASSURANCES FORM

STATE OF WASHINGTON DEPARTMENT OF SOCIAL AND HEALTH SERVICES CENTRAL CONTRACT SERVICES

BIDDER INFORMATION, CERTIFICATIONS AND ASSURANCES Request for Proposal (RFP)

Completion of this Bidder Information form is a mandatory requirement for contracting with the Washington Department of Social and Health Services (DSHS). The certifications and assurances contained herein are a required element of the Proposal.

Failure to submit this Bidder Information form or any applicable attachments with your proposal may result in your proposal being rejected as nonresponsive.

Please Type or Print Legibly:

Bidder Name: _____

Bidder Address: _____

Telephone: _____ Fax Number: _____

Contact Person for the Bidder's proposal: _____

Check the applicable box and complete the sections identified.

a. The Bidder is an individual and is a:

☐ Sole Proprietor

You must complete Sections A, B and F.

b. The Bidder is a partnership and is a :

☐ General Partnership

☐ Limited Partnership

☐ Limited Liability Partnership

You must complete Sections A, C and F.

c. The Bidder is a corporation and is a:

☐ For Profit Corporation

☐ Non Profit Corporation

☐ Limited Liability Corporation

You must complete Sections A, D and F.

d. The Bidder is a public Agency,
governmental entity, or federally
recognized tribe ☐

You must complete Sections A, E and F.

Provide additional information on separate sheets as may be required in each section

Section A: All Bidders

1. The Bidder's Federal Identification number is: _____
2. The Bidder's Washington Uniform Business Identifier (UBI) Number is: _____
To obtain a Washington UBI Number call 360-664-1400.
3. Information concerning the proposed Contract Manager for the Bidder:

Name: _____

Work Address: _____

Telephone: _____ Fax Number: _____

4. Has the Bidder had a contract or work order terminated for default during the last five years?

☐ Yes ☐ No

If yes, attach a signed statement describing the contract, the circumstances surrounding the termination, and the name, address and telephone number of the other party to the contract. DSHS will evaluate the facts and may, at its sole discretion, reject the Bidder's proposal on the ground of its past performance. For the purpose of this question, "termination for default" means notice was given to the Bidder to stop contract work due to nonperformance or poor performance, and the performance issue was either (a) not contested by the Bidder or (b) litigated, finding the Bidder in default.

5. The Bidder declares that all answers and statements made in the Proposal are true and correct.
6. The Bidder certifies that the prices and/or cost data contained in the Bidder's proposal 1) have been determined independently, without consultation, communication or agreement with others for the purpose of restricting competition, and 2) have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before contract award, except to the extent that the Bidder has joined with other individuals or organizations for the purpose of preparing and submitting a joint proposal or unless otherwise required by law.
7. The Bidder's proposal is a firm offer for a period of 180 days following receipt, and it may be accepted by DSHS without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 180-day period. In the case of a protest, the Bidder's Proposal will remain valid for 210 days or until the protest is resolved, whichever is later.
8. In preparing this Proposal, the Bidder and/or the Bidder's employees have not been assisted by any current or former DSHS employee whose duties relate (or did relate) to this procurement and who was assisting in other than his or her official, public capacity.

If there are any exceptions to these assurances or Bidder has been assisted, identify on a separate page attached to this document each such individual by (a) name, (b) current address and telephone number, (c) current or former position with DSHS, and (d) dates of employment with DSHS; and describe in detail the assistance rendered by that individual.

9. The Bidder acknowledges that DSHS will not reimburse the Bidder for any costs incurred in the preparation of this Proposal. All Proposals become the property of DSHS, and the Bidder claims no proprietary right to the ideas, writings, items or samples.

10. The Bidder acknowledges that any contract(s) awarded as a result of this procurement will incorporate a Statement of Work and General Terms and Conditions substantially similar to the sample contract attached to the procurement document. I certify, on behalf of the Bidder, that the Bidder will comply with these or substantially similar Special Terms and Conditions and General Terms and Conditions if selected as an Apparently Successful Bidder.
11. The Bidder acknowledges that any contract(s) awarded as a result of this procurement will also incorporate Special Terms and Conditions applicable to this procurement as prepared by DSHS. The Bidder acknowledges that it will negotiate in good faith any changes or modifications to any portion of the proposed contract.
12. The Bidder understands that, if selected to contract with DSHS, the Bidder will be required to comply with all applicable state and federal civil rights and other laws. Failure to so comply may result in contract termination. If requested by DSHS, the Bidder agrees to submit additional information about the nondiscrimination policies of the Bidder's organization in advance of or after the contract award.
13. The Bidder' certifies that is has a current Washington Business License, and agrees to promptly provide a copy of the license in the event the Bidder is selected as the Apparently Successful Bidder.
14. No attempt has been made or will be made by the Bidder to induce any other person or firm to submit a proposal for the purpose of restricting competition.

Section B: Sole Proprietors Only

1. I am authorized to sign any contract that may result from this procurement.
2. Is the Bidder or any employee of the Bidder who will perform work under a contract between the Bidder and DSHS a past or current State of Washington employee?

☐ Yes

☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

Section C: Partnerships Only

1. The Bidder is organized under the laws of, and is in good standing with, the State of ____.
2. Attach the following to this Bidder Information form:
 - Name and address of each of the Bidder's General Partners;
 - Name and address of each of the Bidder's Limited Partners; and/or
 - Name and address of each of the Bidder's Limited Liability Partners.
3. Is any General, Limited, or Limited Liability Partner a past or current State of Washington employee?

☐ Yes

☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

4. Is any employee of the Bidder who will perform work under a contract between the Bidder and DSHS a past or current State of Washington employee?

☐ Yes

☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

5. I am authorized to bind the Bidder to a contract or the name and title of the individual who is authorized to bind the Bidder to a contract and who will be signing any contracts between DSHS and the Bidder is:

Name: _____

Title: _____

Section D: Corporations Only

1. The Bidder is organized under the laws of, and is in good standing with, the State of ____.
2. Attach the following to this Bidder Information form: Name and address of each of the Bidder's Officers and Directors.
3. Is any Officer or Director of the Bidder a past or current State of Washington employee?

☐ Yes

☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

4. Is any employee of the Bidder who will perform work under a contract between the Bidder and DSHS a past or current State of Washington employee?

☐ Yes

☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

5. I am authorized to bind the Bidder to a contract or the name and title of the individual who is authorized to bind the Bidder to a contract and who will be signing any contracts between DSHS and the Bidder is:

Name: _____

Title: _____

Section E: Public Agencies Only

1. The Bidder is a "public AGENCY" as defined in Section 39.34.020 RCW and is a:

☐ State Agency

☐ Institution of Higher Learning

☐ County

☐ Public School

☐ City

☐ Federally Recognized Tribe

☐ Other: _____

2. Is any Manager or Employee of the Bidder Public AGENCY a past or current State of Washington employee?

☐ Yes

☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

3. Is any employee of the Bidder who will perform work under a contract between the Bidder and DSHS a past or current State of Washington employee?

☐ Yes

☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

4. I am authorized to bind the Bidder to a contract or the name and title of the individual who is authorized to bind the Bidder to a contract and who will be signing any contracts between DSHS and the Bidder is:

Name: _____

Title: _____

Section F: All Bidders

1. By signing below, the Bidder authorizes DSHS to conduct a financial assessment and/or background check of the Bidder if DSHS considers such action necessary or advisable before contracting with the Bidder.
2. Under the penalties of perjury of the State of Washington, the undersigned affirms the truthfulness of the statements made herein. The undersigned certifies that the Contractor is now, and shall remain, in compliance with the certifications and assurances contained herein, and agrees that such compliance is a condition precedent to the award and continuation of any related contract(s). The undersigned acknowledges the Bidder's obligation to notify DSHS of any changes in the statements, certifications and assurances made herein.

Signature

Date

Printed or Typed Name

Title

C. SAMPLE CONTRACT

Located at DSHS Procurement Web site:

<http://www1.dshs.wa.gov/msa/ccs/>